

How to mark emails as not spam or junk

SPAM FILTERS STOPPING EMAIL FROM NEIGHBOURHOOD ALERT

When emails arrive from alert@neighbourhoodalert.co.uk they may periodically be placed in your junk or spam folder by your email software. The information below describes how to stop this from happening. The first step is usually to add alert@neighbourhoodalert.co.uk to your email contact list (so they know you know us).

Why you may be having email problems

The volume of Spam/Junk Mail/Bulk Mail nowadays has caused ALL email providers to now "filter" your emails on their mail server *before* they deliver them to you. Unfortunately these filters tend to be very aggressive and are far from fool-proof. It's very common for email filters to mistake legitimate email for junk, so emails you wanted to receive don't get delivered to you.

How your email providers filtering system works

When someone sends you an email, first it arrives at your email provider's mail server (eg btinternet.com, yahoo.com, hotmail.com, gmail.com, msn.com, etc) where their system filters it by scanning it and checking it for spam. If the email looks legitimate, they then deliver it to your inbox. But, if their filter suspects that the email might be junk, it places it in a separate "junk" folder where you can go in later and review it to decide for yourself if you want to receive it or not.

Below are listed instructions on how to *whitelist* (allow emails) for the most popular types of email programs. For email programs that run on your PC as well (i.e. Outlook Express or Microsoft Outlook), please see your programs help files for adding us to your address book.

Whitelist Instructions (alphabetically)

AOL: Go to keyword: Mail Controls. Select the screen name we're sending your Alert emails to. Click Customize Mail Controls For This Screen Name.

Version 9.0: Send an e-mail to: alert@neighbourhoodalert.co.uk, and that will add us to your "People I Know" list in AOL automatically.

BTInternet: BT Internet is now operated by Yahoo Mail – see Yahoo Mail below

CleanMyMailbox: If Alert is filtered, from the spambox, click on the white "W" icon on the left column of the mailing. When the pop-up window comes up, simply click the Add to Whitelist button.

Alternative whitelisting methods: Click on the White List button. Add: alert@neighbourhoodalert.co.uk to the bottom of your existing list. Click the Submit List button.

Gmail

New Customers: You will need to add our From address, alert@neighbourhoodalert.co.uk, to your Gmail Contacts List. Click Contacts along the left side of any Gmail page. Click Add Contact. Copy and paste our From address, alert@neighbourhoodalert.co.uk into the primary email address dialog box. Click Save.

Existing Customers: If you are already a Customer but our emails are not getting through, make sure that the email has not been mistakenly marked as Spam. Click Spam along the left side of any Gmail page. Check mark the box next to our e-mail. Click Not Spam button along the top.

[Other advice for Gmail](#)

Hotmail: Click the Options link, on the main menu tabs, then Safe List. Type: alert@neighbourhoodalert.co.uk in your Safe List. If you see a message that should not be in your Junk Mail folder, click 'This is not Junk Mail' to avoid having e-mail from the same source sent to the Junk Mail folder in the future.

Apple iCloud: Manage junk mail using the online iCloud service. Click [here](#) for guidance

Mailblocks: Click the Addresses tab. Click New. Type: alert@neighbourhoodalert.co.uk. Make sure 'Accept Mail From This Address' is selected under Receiving Options.

Uncheck 'Display in People Picker' under Other options. Click Submit. Click OK.

MailShield: Click Friends from the toolbar. Click Add. Type: alert@neighbourhoodalert.co.uk Click OK.

MailWasher: Click Tools, then Blacklist & Friends. Click Add... on the right, the Friends list side. Make sure Plain email address is selected. Type: alert@neighbourhoodalert.co.uk Click OK. Click OK.

McAfee Spamkiller: Click Friends from the sidebar. Click Add. Type: alert@neighbourhoodalert.co.uk Click OK.

Mozilla Thunderbird

New Customers: You will need to add our From address, alert@neighbourhoodalert.co.uk to your Thunderbird Address Book and configure your Junk Mail Controls to white list your address book. Add our From address into your Personal Address Book. Click the Address Book button. Make sure the Personal Address Book is highlighted. Click the New Card button. This will launch a New Card window that has three tabs: Contact, Address & Other. Under the Contact tab, copy and paste our "From" address, alert@neighbourhoodalert.co.uk into the Email dialog box. Click OK. White list your Personal Address Book. From the main drop down menu, select "Tools -> Junk Mail Controls..." This will launch the Junk Mail Controls window that has two tabs: Settings and Adaptive Filter Under the Settings tab, update the "White Lists" module by selecting Personal Address Book from the pull down menu and then check mark the box next to "Do not mark messages as junk mail". Click OK.

Existing Customers: Initially, the automatic junk mail detection for incoming messages might not be very accurate and you should check your Junk folder to see our e-mail have been mistakenly detected as junk. To prevent this from happening in the future, you need to mark our e-mail as not junk. Do this by right-clicking on our e-mail and choose "Mark -> As Not Junk".

Outlook 2003

New Customers: You will need to add our From address, alert@neighbourhoodalert.co.uk, to your Safe Senders list. On the Tools menu, click Options. On the Preferences tab, click Junk Email. On the Safe Senders tab, click Add. In the Add address, copy and paste in our From address, alert@neighbourhoodalert.co.uk. Click OK.

Existing Customers: If the Junk E-Mail Filter accidentally catches our email, you can simply add our From address, alert@neighbourhoodalert.co.uk, to the Safe Senders list, and no future email from us will be inspected by the filter. The instructions are outlined above in our New Customers info above.

Yahoo! Mail (also BTInternet): Yahoo mail filters work on the Yahoo server so your emails are filtered by Yahoo **BEFORE** they arrive at your computers email program. So, if you've looked inside the spam folder on your computer and the email is not there, it is most probably sitting in your other spam folder on the Yahoo server. Open your Yahoo mailbox (<http://www.mail.yahoo.com>) or BTYahoo mailbox (<http://www.bt.yahoo.com>). Click Mail Options. Click Filters. Click Add Filter. In the top row, labelled 'From header:' make sure Contains is selected in the pull-down menu. Click in the text box next to that pull-down menu, then enter the address: alert@neighbourhoodalert.co.uk At the bottom, where it says "Move the Message To:" select Inbox from the pull-down menu. Click the Add Filter button again. If **Alert** has been filtered to your "bulk" folder, simply open the message and click on the "This is not Spam" link next to the "From" field.

Other providers: If **Alert** email is being filtered, try adding alert@neighbourhoodalert.co.uk to your Address Book or Contact list. If this option is not available, try moving the message to your 'inbox' or forwarding the message to yourself. If subsequent messages continues to be filtered, call or email your ISP's technical support and ask how you can be sure to receive all e-mails from alert@neighbourhoodalert.co.uk. If you use a Web mail system or email application not listed above, the instructions for whitelisting our address will depend on the specific email program you are using. If you access the help files, instruction manual or customer support, there should be instructions on how to do this. In most cases, just by adding our From address, alert@neighbourhoodalert.co.uk, to your address book, safe list, white list or contact list will be sufficient.

Our emails should arrive in your inbox now without any problems. If our emails are not getting to your inbox, then we suggest checking your spam folder, bulk folder or junk folder. If you find our emails, then you will need to find a way to inform your mail application that it is not spam. Most likely the course of action is to select one of our emails and click on the Not Spam or Not Junk button, if available.

For more information about your mail application, please visit the help section that is associated with your mail application.

In a worst case scenario where you cannot get your email to accept our mails no matter how you try to configure your email account spam settings, you will need to specify another email address (in your profile) where we can send email to - one that doesn't filter your email!